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CONFIRMATION NO. 1689

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<b>APPLICANTS</b> Friedemann Ulmer, Jettingen, GERMANY; Manfred Lange, Leonberg, GERMANY; Thomas Trenz, Gultlingen, GERMANY;					
<b>** CONTINUING DATA *****</b> No AG					
<b>** FOREIGN APPLICATIONS *****</b> EUROPEAN PATENT OFFICE (EPO) EP 00100505.7 01/11/2000 Yes AG					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> ** 02/26/2001					
Foreign Priority claimed <input checked="" type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <u>Am. 2nd</u> Allowance <u>AG</u> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> GERMANY	<b>SHEETS DRAWING</b> 17	<b>TOTAL CLAIMS</b> 16	<b>INDEPENDENT CLAIMS</b> 4
<b>ADDRESS</b> Paul D. Greeley, Esq. Ohlandt, Greeley, Ruggiero & Perle, LLP One Landmark Square, 10th Floor Stamford, CT 06901-2682					
<b>TITLE</b> System, method and computer program product for providing a remote support service					
<b>FILING FEE RECEIVED</b> 920	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		